



# The TiVo® Service Quick Guide

# Glossary of icons

## My Shows



This show will be saved until you delete it.



In less than three days, this show may be deleted to make room for other recordings you have requested, but only if space is needed.



In less than one day, this show may be deleted to make room for other recordings you have requested, but only if space is needed.



In less than three days, this show will be deleted due to copyright restrictions.



In less than one day, this show will be deleted due to copyright restrictions.



This show is currently being recorded.



This show is currently downloading , transferring from another TiVo box, or streaming from another TiVo box.



Plain folder – contains more than one episode of the same series.



Folder with red or blue dot – contains a show that is currently recording (red) or downloading/transferring (blue).



Folder with white star – contains one or more shows recorded by a WishList search.



Folder with Suggestions icon – contains all shows recorded as TiVo Suggestions.



This show is a TiVo® Suggestion. TiVo Suggestions are recorded only if space is available, and are the first to be deleted when space is needed.



Other TiVo boxes on your home network.

## To Do List & Upcoming Episodes

(These icons appear beside shows scheduled to be recorded or downloaded.)



Show will be recorded or downloaded as an individual recording (not part of a Season Pass® recording or WishList® search).



Show will be recorded or downloaded as part of a Season Pass recording.



Show will be recorded as part of a WishList search.



# Welcome

This *Quick Guide* describes features of the TiVo service running on the TiVo T6 DVR, TiVo Mini, and TiVo Preview.

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# Using this guide

Thank you for choosing the TiVo experience from Atlantic Broadband. The Quick Tours in this guide describe features of the TiVo service running on the following TiVo devices:



The TiVo T6 digital video recorder (DVR) has six HD tuners allowing you to watch and record up to six shows at once. And it can record up to 150 hours of HD programming so you'll never miss another show!



The TiVo Mini set-top box (STB) is a tuner-less, all-purpose companion to your six-tuner T6 DVR.

Connecting a Mini to another TV in the house makes it easy to access live TV, recorded shows, and web entertainment. You can even start watching a show in the living room and finish it on your TiVo Mini in another room!




The TiVo Preview STB has one HD tuner and can play all the shows recorded on your TiVo T6 DVR over your home network. It also supports Atlantic Broadband Video on Demand!

**Note:** Most of this guide applies to using the TiVo service on the TiVo T6 DVR and any specific service differences for the TiVo Mini and the TiVo Preview are noted.

You'll be up and running in no time. For much more visit [atlanticbb.com/tivo](http://atlanticbb.com/tivo).

## Basic terms

When we talk about the TiVo service, here are some terms you should know:

**Live TV.** If you're watching a show as it's being broadcast, you're watching live TV. You can pause live TV for up to 30 minutes. When you resume watching, you're "behind" live TV. (You can always get to live TV by pressing the Live TV button  on your TiVo remote control.)

**Multi-tuner.** A tuner is a device found inside DVRs, TVs, cable boxes — anything designed to receive TV signals, including the TiVo T6 DVR. A tuner picks one channel to display; it "tunes" to that channel. The TiVo T6 DVR is a "multi-tuner" device; it has six separate tuners inside and can record up to six shows at once (pressing the Live TV button on your TiVo remote will switch among the tuners). See "Watching multiple shows at once" on page 8 for more information about switching tuners.

**Streaming.** Streaming means watching a video directly from another device; there's no need to transfer or download it first. With the TiVo T6 DVR, you can stream shows to or from another TiVo DVR in your network or from a number of broadband sources. You can also stream to one or more TiVo Minis, TiVo Previews, or to iOS devices using the TiVo app!

**Host/Client.** When your TiVo T6 DVR streams shows to another TiVo DVR or device, including the TiVo Mini and TiVo Preview,

your T6 DVR is a “host.” The TiVo DVR or device receiving the shows is the “client.” And your T6 DVR can be a client, too! When you stream shows from another TiVo DVR to your T6 DVR, your T6 DVR is a client.


**TiVo service.** If the TiVo T6 DVR (or TiVo Mini or TiVo Preview) is the body, the TiVo service is the brains! TiVo DVRs and devices use the program information provided by the TiVo service to power the program guide, allow you to search for shows, and more. See “Searching for shows (and more!)” on page 6 for more information.

**CableCARD™ Decoder.** Your TiVo T6 DVR comes with the CableCARD already installed. You should not remove the CableCARD at any time.

# Quick Tour – The TiVo Central® screen


## Your starting point for just about everything!


The TiVo Central screen is the starting point for just about everything you do with your TiVo T6 DVR, TiVo Mini, or TiVo Preview. From the TiVo Central screen, you can see a list of all the shows you've recorded, find new shows to watch, explore great Atlantic Broadband Video on Demand choices, and more.

To get to the TiVo Central screen from live TV or any TiVo screen, just press the TiVo button  at the top of your TiVo remote control.

## The Video Window

The Video Window is located in the upper right corner of the TiVo Central screen and most other TiVo menu screens, unless you choose to turn it off or temporarily hide it. The Video Window continues playing the show you were watching when you entered the TiVo Central screen.

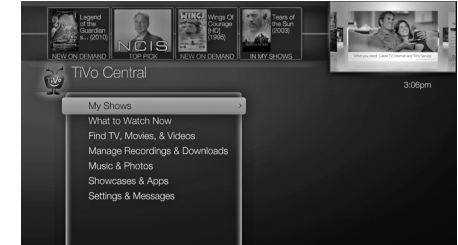
You can press the PAUSE button  on your TiVo remote to pause what's playing in the Video Window, and press PAUSE again to resume playing.


To temporarily hide the Video Window, press the SLOW button  on your TiVo remote. Press SLOW again to restore the Video Window.

If you'd rather permanently turn off the Video Window, from the TiVo Central screen select 'Settings & Messages,' then 'Settings,' then 'Displays,' then 'Video Window.'

## Discovery Bar

The Discovery Bar is the bar of thumbnail images across the top of the TiVo Central screen and many other TiVo menu screens. What you'll see in the Discovery Bar depends on you!



To return your show to full screen from TiVo Central or any other TiVo menu screen, just press the ZOOM button  on your TiVo remote.





Often, the Discovery Bar displays ideas for shows you might like based on what shows you record and mark as your favorites. For example, if you record the show “American Idol,” the Discovery Bar might display thumbnails for other shows, like “So You Think You Can Dance.” It all depends on what you’re interested in and what’s available to you.

The Discovery Bar also displays lots of other great viewing options: popular shows or sports events that are playing on live TV, items from your My Shows list, TiVo Suggestions, new video on demand shows, and more!

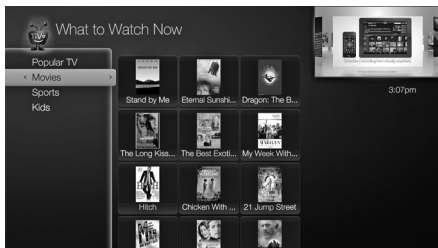
Press the UP arrow  to move up to the Discovery Bar, then the LEFT and RIGHT arrows to move around. Press the SELECT button  on an image that interests you to open an information screen about that item.

## ‘What to Watch Now’


‘What to Watch Now’ sorts through all of your channels and video provider offerings to show you a list what’s available right now. Choose from popular live TV shows, live sports events, movies, TiVo Suggestions, and more! Just select ‘What to Watch Now’ to get started. (You can also select ‘What to Watch Now’ from your My Shows list.)

## And more


From TiVo Central you can find shows, manage upcoming recordings and downloads, access music and photos from your networked PC, and explore a variety of apps available on your TiVo T6 DVR, TiVo Mini, or TiVo Preview. You’ll learn more about these options later in this Guide, but remember — it all starts from TiVo Central.



## Quick Tour – My Shows

All the shows recorded by your TiVo T6 DVR, including downloaded shows, appear in the My Shows list. To get to the My Shows list from any menu screen or from live TV, just press the TiVo button  twice. (Just press it once if you're already on the TiVo Central screen.)


**Note:** The My Shows list you see from your TiVo Mini or TiVo Preview is the list of shows from the host DVR (you'll see the host DVR's icon on the My Shows screen).

Highlight any title in My Shows (even a show that's still recording) and press the PLAY button  to play the show from the beginning, or to resume playing from where you left off.


To delete an individual show or a group, highlight the show or group name and press the CLEAR button .

Highlight a title and press SELECT to open an information screen, where you'll be able to play, delete, or get more information about the show.


## Available space

A small bar underneath the words "My Shows" on the My Shows screen lets you know how much space you have available for new recordings on your TiVo T6 DVR. If you don't want to see the amount of space used, press the  button on your TiVo remote while viewing the My Shows screen to hide the bar.

## Sorting shows

You can view My Shows either alphabetically by title (from A to Z) or by date recorded. Press the  button on your TiVo remote to change how the list is sorted. Press it again to switch back.




When viewing the My Shows list, use the CH UP/DOWN button  on your TiVo remote to jump an entire page at a time.



Deleted shows go to the Recently Deleted group, where they remain until space is needed for new recordings.


## Grouping shows

When Groups are on, shows are organized into folders, and a number in parentheses to the right of each folder shows how many shows it contains. If you've recorded several episodes of the same show, they can all be collected into a group. You'll also see groups for HD recordings, TiVo Suggestions (if you have auto-recording of Suggestions turned on), and auto-recording WishList® searches.


Groups are on by default. To turn them off, press the  button on your TiVo remote to turn groups off. Press it again to turn Groups back on.

Even if Groups are turned off, you'll see the Recently Deleted group at the bottom of the My Shows list. Shows you delete go to the Recently Deleted group, where they remain and are available for recovery until space is needed for new recordings.

A show's title may appear in more than one group, even though there is only one recording of the show. For example, you might have several episodes of a show in that show's group, and the same titles in the HD Recordings group, which includes all shows recorded in HD. When you delete a show in one group, the title also disappears from any other group.

When your shows are grouped, you can highlight the group name and press the PLAY button  to play all of the shows in the group in sequence, beginning with the oldest.

## Program details

You can highlight any show in My Shows and press the SELECT button  to see the program details screen, which offers these options:

- **Play** (or **Resume playing** if you're returning to a partially watched show).
- **Keep until...** By default, recordings are saved until space is needed for new shows. But you always have the option to keep a show for as long as you want. Just select 'Keep

until...' and on the next screen, choose 'Keep until I delete' or specify that the show be kept until a specific date you choose.

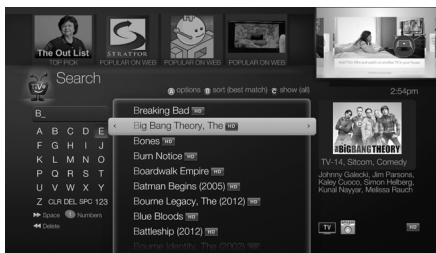
- **Delete now** (or **Stop recording** if recording is in progress).
- **Bonus features** Watch YouTube™ videos related to the show and more.
- **Explore this show** Find details about the show, including information about upcoming episodes and cast members.
- **More options** View upcoming episodes or broadcasts of a show or movie, or get a Season Pass® recording of a series. Select 'More options' to choose how long to keep a recording (by default, recordings are saved until space is needed for new ones),



## Quick Tour – Finding & recording shows


You can find shows to watch or record by searching, browsing, or asking for recommendations!





### Searching for shows (and more!)

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, web videos, and Atlantic Broadband Video on Demand offerings all at the same time. You can even search for a particular channel by its network name or call sign (such as NBC or ESPN).




 If you're in the program guide, you can always press the **ENTER** button  on your TiVo remote to go to Search.


 Press the **C** button on your TiVo remote to filter the type of shows displayed in your results: choose from 'All,' 'Available,' and 'Free.'

1. From the TiVo Central screen, select 'Find TV, Movies, & Videos,' then choose 'Search.'
2. Use the letter grid to spell out the title, person, or word you're looking for. Press the arrow buttons to move around, then press the **SELECT** button  on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother," the Atlantic Broadband Video on Demand movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press the **CLEAR** button  to erase everything, or the **REWIND** button  to erase one letter at a time. Insert a space by pressing the **FAST FORWARD** button .
4. Use the **RIGHT** arrow to highlight the show or person name, and press the **SELECT** button to view the information screen.
5. For a show, select 'Get this show' to record the next showing or to set up a Season Pass recording. From the information screen, you can also view upcoming episodes or an episode guide, learn more about cast members, and access bonus features!

# Quick Tour – Watching live TV

When you're watching a show as it's broadcast, you're watching live TV. Press the LIVE TV  button to go to live TV from any TiVo screen.







## Moving around in time

1. First, press the PAUSE button . You can pause live TV for up to 30 minutes. After that, playback resumes.



When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the

hour that has been saved by your TiVo T6 DVR. The white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.


2. Press the PLAY button  to continue watching the show. Next, press the REWIND button  and the show rewinds. Press REWIND a second time to rewind faster, and a third time to go even faster. Press PLAY at any time to return to normal speed.
3. Press PAUSE again, and, with the show paused, press the FAST FORWARD button  to move a small step forward. Press REWIND to move a small step back. Press PLAY to resume watching at normal speed.
4. Press the REPLAY button . The show jumps back 8 seconds — useful for when you miss a great sports play or a bit of dialog, or for when you fast forward too far.
5. Press REPLAY again, then immediately press the SLOW button  to see your own slow-motion replay.
6. Press the ADVANCE button . You'll instantly move forward 30 seconds.
7. Press and hold the ADVANCE button and presto! You're caught up to live TV.





8. Press and hold the REPLAY button  to skip back to the beginning of the saved portion.

## Changing channels



To move one channel at a time, press the CH UP/DOWN button  on the TiVo remote.

To go to a specific channel, use the numbers on your TiVo remote, then press the ENTER button . (If you don't press ENTER, the channel changes automatically after a few seconds.) To jump back to the previous channel on the same tuner, press ENTER again.

Tired of channel surfing? Press the GUIDE button  to display the program guide. Highlight any show and press the SELECT button . If the show is currently on, the channel changes. If the show is on later, you'll see options to record it.

## Watching multiple shows at once

Your TiVo T6 DVR can watch (and record!) up to six shows at the same time. Go ahead, try it:


1. First, press the PAUSE button  to pause the live TV show you're watching. Let's call the tuner you're watching "Tuner 1."
2. Press the LIVE TV button  to switch to the next tuner, "Tuner 2." Whenever you press LIVE TV, you'll switch to the next tuner in line.

**Note:** You may see the same channel on more than one tuner.

3. Change the channel if you like, watch the new show for a few moments, then press LIVE TV again to switch to Tuner 3.
4. Change the channel, watch for a few moments, then press PAUSE.

5. Press LIVE TV again to switch to Tuner 4. Again, change the channel, watch for a few moments, then press PAUSE. Repeat to switch to Tuners 5 and 6.
6. Press LIVE TV once more to switch to Tuner 1. Notice that the first show you were watching is still paused. Press the PLAY button ► (or PAUSE again) to continue watching the show.
7. Press LIVE TV to switch to Tuner 2. Because you didn't pause this show, it's still playing. Press the REWIND button ◀◀ to watch the part of the show you missed. Press PLAY to start playing.
8. Continue pressing LIVE TV to cycle through the rest of the tuners, and back to Tuner 1. Shows you that paused are still paused; shows you were watching are still playing. You can rewind them to catch what you missed!

## Recording the show you're watching

You can always record the show you're watching — just press the RECORD button  while watching any tuner. Then select 'Record this showing.' Select 'Season Pass & other options' or 'Explore this show' for more choices.

## Recording the saved portion


On the TiVo T6 DVR, up to 30 minutes of the current channel's broadcast is always being saved, even when you're not recording. When you change channels, the TiVo T6 DVR clears the saved portion on the tuner you're watching and starts saving again on the new channel. So, if the saved portion is important to you, either record the program or switch tuners instead of changing the channel.

To record the saved portion in addition to the rest of the program, choose 'Record this showing.'

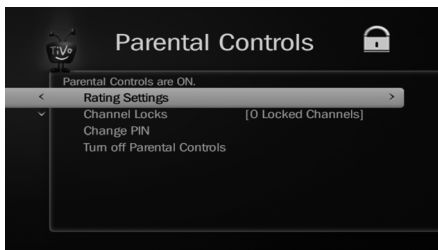


**Note:** The TiVo Mini and TiVo Preview do not save the current channel's broadcast, so recording begins from the moment you choose 'Record this showing.'

## Stopping a recording

You can stop any recording in either of two ways: press the RECORD button  in live TV, then choose 'Stop the current recording.' Or, from the My Shows list, chose a title that's currently recording, then choose 'Modify recording,' then choose 'Stop recording.'

## Parental Controls settings



Parental Controls help you make sure your family has access to only those shows you want them to watch. Set limits on movie and television ratings, lock specific channels, and prevent viewing of recorded shows that violate the settings you choose.

**Note:** When watching TV on a TiVo Mini or TiVo Preview, the locked channels are determined by the settings of the host DVR. Change settings on the host DVR as described below.

From the TiVo Central screen, choose 'Settings & Messages,' then 'Settings,' then 'Parental Controls.' (Or, select the padlock icon from the large info banner.)

The padlock icon in the info banner shows the current state of Parental Controls.



**Off** No password or controls are set. The icon is dim and unlocked.



**On** Password and controls are set. The icon is bright and locked.




**Temporarily Off** Controls are set but turned off. The icon is bright and unlocked.

## Changing Parental Controls settings

Once Parental Controls are on, you must enter your Parental Controls password to change any Parental Controls settings.

**Turn on Parental Controls** Use the number buttons on the TiVo remote to enter a four-digit password, then enter the same password again for confirmation.

**Turn off Parental Controls** Enter the password, and press the SELECT button . When Parental Controls are off, the password is deleted and anyone can view any shows or watch any channels.

**Change PIN** Select 'Change Password' from the Parental Controls screen. Enter a new PIN, then re-enter the new PIN to confirm.

**Note:** The Parental Controls PIN is set on each TiVo device independently, so the PIN on your TiVo Mini or TiVo Preview can be different from the PIN on your T6 DVR.

## Adjusting ratings settings for TV and movies

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems, as well as for specific types of TV content. Select the rating type to change it.

**TV/Movie rating limits** Ratings shaded in green are not locked; ratings in red are locked. Use the UP/DOWN arrows to adjust which ratings are locked.

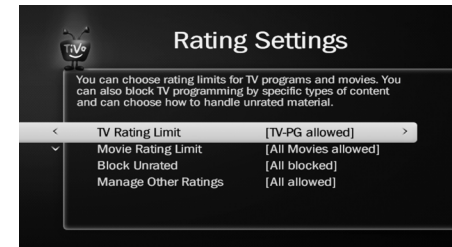
**Block by TV content** Types of content marked by broadcasters as able to be blocked are listed. Select each type of content you want to block, then use the UP/DOWN arrows to adjust which ratings are blocked (shaded in red).

**Block Unrated Programs** Some movies and TV shows are unrated. Use this setting to block all unrated movies or TV shows.

**Manage Other Ratings** Additional regional ratings may be available.





When you turn Parental Controls off, your password is deleted.




## Locking channels

When a channel is locked, the Parental Controls password must be entered to view the channel. You can lock specific channels, or all channels.






# Quick Tour – Using the guide and mini-guide

The on-screen program guide displays up to two weeks of TV programming at the touch of a button — the GUIDE button  on your TiVo remote. You can choose to display the guide as a grid, or use the TiVo Live Guide (shown here). When you're viewing the guide, press the  button to display Guide Options and choose the view you want.

The mini-guide is a smaller version of the program guide. It shows you what's coming up on the channel you're watching and the next two channels. Press the SELECT button  while watching live TV to bring up the mini-guide.

In the grid guide, TiVo Live Guide, and mini guide, new shows are marked with a **NEW** icon. Shows that are currently recording have a red circle icon next to the title, while shows that are scheduled to record are marked with a check mark (for individual shows) or double check mark (for Season Pass recordings).

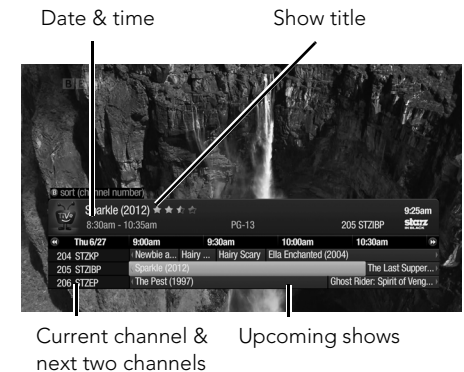
To move around in the guides (TiVo Live Guide, grid guide, or mini-guide):


- Press the FAST FORWARD button  to move the displayed time ahead one half-hour at a time, or press the REWIND button  to move it backward.
- Press the ADVANCE button  to jump 24 hours ahead, or the REPLAY button  to jump 24 hours back.
- Press SELECT on a show in progress, and the channel changes to that show. Press the RECORD button  to record it.
- Press SELECT on an upcoming show, and you'll see a screen with recording options. Set up your recording or press the LEFT arrow to go back to the guide.

TiVo Live Guide



Mini-guide



- Don't see what you're looking for? Press the ENTER button  while viewing the full program guide to jump directly to the Search screen.

## Choosing channels for the guide

You can use the Guide Options screen to choose which channels to display in the guide.

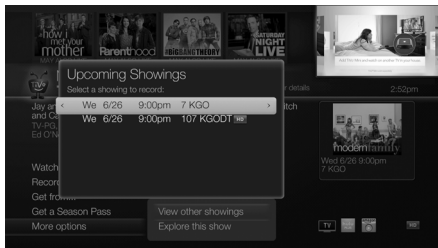
**All** Display all channels available from Atlantic Broadband, even channels you don't receive.

**My Channels** Display only the channels that are checked in the Channel List (recommended).

**Favorites** Display only the channels you rated as your favorites in the Channel List.

## Finding more showings

For a comprehensive list of all upcoming showings of a program, including repeats, select the show from the guide, then select 'Season Pass & other options.' Then choose 'More options' from the program details screen, and select 'View other showings.' You can use this list to choose the showing that you want to record.



# Quick Tour – Atlantic Broadband Video on Demand

Your TiVo T6 DVR, TiVo Mini, and TiVo Preview have access to thousands of the latest hit shows and movies — most of them free!


Whenever you search for a show, Atlantic Broadband Video on Demand shows are included in the results. It's just that easy to find the shows you want.

## Accessing Atlantic Broadband Video on Demand


If you'd rather browse the offerings available from Atlantic Broadband Video on Demand, just press the ON DEMAND button  on your TiVo remote. This will take you to the main screen of available content.

## Choosing a video

To select an on-demand video:


1. On the main Atlantic Broadband Video on Demand page, you'll see a list of categories (like 'New,' 'Drama,' or 'Comedy') to choose from. Highlight the category you wish to browse and press the SELECT button .
2. If you are offered sub-categories, choose a sub-category and press SELECT.
3. A list of available videos is displayed. You'll see the video's price, and when you highlight the video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press SELECT. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.


5. If the video is free, the information screen will have an option to 'Play.' Select 'Play' to start the video.



If the video must be rented to view it, the information screen will have an option to 'Rent & watch now' (the price will be listed). Select 'Rent & watch now' to order the video. You will be asked to confirm your purchase by pressing the THUMBS UP button  on your TiVo remote.

## Controlling a video

**Stopping the video.** Once you've started watching your video, you can stop it at any time by pressing the LEFT arrow on your TiVo remote. Partially watched videos are stored in the 'My Rentals' folder. See "Watching a saved video" on page 16 for information on watching a video saved in the 'My Rentals' folder.

**Pausing.** Press the PAUSE button  on the your TiVo remote. To resume playing, press PLAY on your TiVo remote.

**Rewinding.** Press the REWIND button  on your TiVo remote. You can press REWIND up to three times for three speeds. When you are ready to watch, press PLAY.


**Fast Forwarding.** Press the FAST FORWARD button  on your TiVo remote. You can press FAST FORWARD up to three times for three speeds. When you are ready to watch, press the PLAY button .

**Note:** Some videos from the Atlantic Broadband Video on Demand library will not allow you to fast forward.

## Watching a saved video

Partially and completely viewed On Demand videos are saved in the 'Watch it again' folder for as long as they are available from Atlantic Broadband Video on Demand. You can watch them again at any time.

To restart a video in progress, or to re-watch a video you have already viewed:

1. Press the ON DEMAND button  on your TiVo remote.
2. Select the 'My Rentals' folder.
3. Select the video you want to watch.
4. Select 'Resume playing' to start playing from where you left off, or, to play the video from the beginning, press the RIGHT arrow to select 'from beginning.'

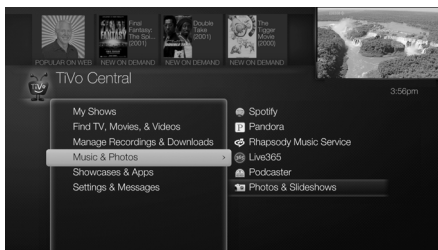


## Quick Tour – Photos, Music, & Showcases

Your TiVo T6 DVR, TiVo Mini, or TiVo Preview is really an entire digital home entertainment center, with access to your photos, music, and more!

### Photos

Connect to your Picasa and Photobucket accounts to view photos stored there. From the TiVo Central screen, select 'Music & Photos,' then 'Photos & Slideshows' for available options.



### Music

With your TiVo T6 DVR, TiVo Mini, or TiVo Preview, you'll have a constant supply of all your favorite music.

**Pandora® Internet Radio.** Pandora is a free service that lets you create custom Internet radio stations personalized just for you, playing only the music you love! Just tell Pandora one of your favorite songs, artists, or composers, and it will create a radio station that explores that kind of music. You can even create stations based on genre (rock, pop, dance, show tunes, classical). Pandora plays all your current and old favorites and introduces you to new songs you'll love.

**Spotify.** On demand music! Spotify lets you listen to your favorites and discover new music right from your TiVo box.

**Podcaster.** Find and listen to podcasts without being tethered to your computer or mobile device.

To view music options, from the TiVo Central screen, select 'Music & Photos' for available options.

## Showcases

Showcases often include interactive content that offers opportunities to schedule recordings of featured programs, or allows you to watch previews of upcoming movies or TV shows.

**Note:** Showcases are available only on the TiVo T6 DVR, not on the TiVo Mini or TiVo Preview.

Showcases may include exclusive content: the inside scoop on hit movies, special events, popular series, and shows featuring the biggest stars of the screen and stage.

From the TiVo Central screen, select 'Showcases & Apps' for available options.

## YouTube™ videos

Browsing YouTube videos with your TiVo T6 DVR, TiVo Mini, or TiVo Preview is just as easy as browsing YouTube videos on the Internet. From the TiVo Central screen choose 'Find TV, Movies, & Videos,' then 'YouTube.'

On the YouTube home page, use the arrow buttons on your TiVo remote to explore the menus. You can browse by channel (categories covering everything from animation, to comedy, to music, and more), search for a particular video, or sign in to see your subscriptions and favorite videos.

**Note:** A "BACK" option appears on every page except the home page. Select it to back to the previous menu. (Using the LEFT arrow on your TiVo remote will not take you to the previous menu.)

You can also search and browse for YouTube videos using the TiVo menus. When you search or browse using the TiVo menus, shows available from YouTube display a YouTube logo on the right side of the screen.

For more information on this and many other features, go to [tivo.com/howto](http://tivo.com/howto).

# Getting more info

Got a question? Here's how to find answers:

1. **Use the TiVo service help screens.** For general troubleshooting, go to the TiVo Central screen, and select 'Settings & Messages,' then 'Help.'
2. **Get how-to information online.** You'll always find the latest information about what you can do with your TiVo T6 DVR, TiVo Mini, or TiVo Preview online at [tivo.com/howto](http://tivo.com/howto).
3. **Use online support.** Visit Atlantic Broadband Customer Care online at [atlanticbb.com/tivo](http://atlanticbb.com/tivo) for the most up-to-date information about using Atlantic Broadband Video on Demand.
4. **Call Customer Support.** If you still have questions, contact a Atlantic Broadband Customer Care agent by calling 1-888-536-9600.

# Troubleshooting

**Note:** Some of the following options apply only to the TiVo T6 DVR. For information about troubleshooting your TiVo Mini or the TiVo Preview, go to [tivo.com/howto](http://tivo.com/howto).

## TiVo service

### What is the TiVo service?

- Think of TiVo service as the brains behind your TiVo T6 DVR, TiVo Mini, or TiVo Preview. The TiVo T6 DVR, TiVo Mini, or TiVo Preview uses the program information provided by the TiVo service to power the program guide, allow you to search for shows and schedule recordings, and more.

### What happens if my TiVo T6 DVR temporarily loses power?

- In the event of a power outage, any programs scheduled to record during the power outage will not be recorded. If a recording is in progress during a power outage, the recording will resume once power is restored and the DVR restarts. The recording will show up in two parts if the power is restored during the time the recording was made.

Your Season Pass requests, WishList Searches, and all the existing recordings in the My Shows list will not be affected. Shows in your To Do List will record as scheduled once the power is restored.

## How do I connect to a host TiVo DVR?

- On the TiVo Mini, you chose a host T6 DVR during Guided Setup. If you want to change your host T6 DVR, select 'Settings & Messages,' then 'Settings,' then 'Remote & Devices.' Choose 'Connected TiVo DVR' to select a new host.

- On the TiVo Preview, when it first turns on, it scans your home network for available TiVo T6 DVRs. When it finds one, it automatically connects to it. The TiVo T6 DVR becomes the host, and the shows in its My Shows list appear in the TiVo Preview's My Shows list.

## My TiVo Mini or TiVo Preview can't find a host TiVo T6 DVR.

Make sure that the TiVo Mini or TiVo Preview and the host TiVo T6 DVR are on the same TiVo account, that both boxes are on the same network, that the host TiVo T6 DVR is turned on, and that both the TiVo Mini or TiVo Preview and the host TiVo T6 DVR have network connections. To test your the network connection, go to the TiVo Central screen and select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo service now.'

## I have more than one TiVo T6 DVR in my home network; how can I change the default host?

- On the TiVo Mini, the TiVo T6 DVR you selected during Guided Setup becomes the default host T6 DVR, but you can change the host at any time. From the TiVo Central screen, select 'Settings & Messages,' then 'Settings,' then 'Remote & Devices.' Choose 'Connected TiVo DVR' to select a new host.
- On the TiVo Preview, the first time you select a TiVo T6 DVR from your My Shows list, it becomes the default host, but you can change the host at any time. Available TiVo T6 DVRs in the network appear near the bottom of the My Shows list. To connect to one of those T6 DVRs instead, select it from the My Shows list. It will then become the default host.

## Channels


I can't go to one of my channels.

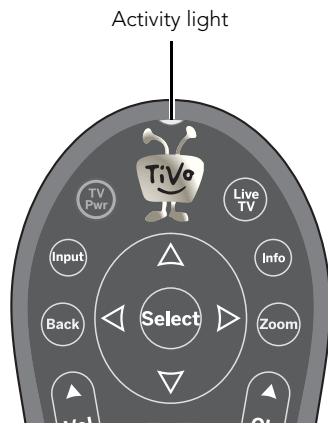
- Review your channel list to make sure all the channels you subscribe to are marked with a yellow check. Compare the channel list to the list of channels in your cable plan.
- The TiVo T6 DVR requires a CableCARD™ decoder to receive any cable programming. Contact Atlantic Broadband Customer Care to make sure that all of the channels in your cable subscription have been activated on the CableCARD decoder.
- You may be trying to access an antenna or analog cable channel. The TiVo T6 DVR, TiVo Mini, or TiVo Preview does not receive analog channels.

## The TiVo Remote Control

**Note:** Some of the following options apply to using your TiVo remote only with the TiVo T6 DVR. For information about using your TiVo remote with the TiVo Mini or the TiVo Preview, go to [tivo.com/howto](http://tivo.com/howto).

My TiVo remote doesn't work with my TiVo T6 DVR, TiVo Mini, or TiVo Preview.

- Be sure you are using the TiVo T6 DVR, TiVo Mini, or TiVo Preview's remote, and that you hold it so that the TiVo button  points toward the TiVo T6 DVR, TiVo Mini, or TiVo Preview.
- If you are trying to use the TiVo remote in RF mode (so that it can control a TiVo T6 DVR that is not within line-of-sight), make sure the TiVo remote is paired with the DVR. You'll know if the TiVo remote is in RF mode if when you press a button you see a blue light at the top of the TiVo remote. If the light is red, that means the TiVo remote is in IR mode.
- Press any button on the TiVo remote. Does the activity light on the TiVo remote flash?



- If the activity light does not flash, make sure the batteries are positioned correctly in the TiVo remote. If they are correctly positioned, try a new set of batteries. See the inside back cover of this guide for instructions on installing batteries.
- If the activity light on the TiVo remote does flash, watch the lights on the front of the TiVo T6 DVR. If lights on the front of the TiVo T6 DVR do not respond to the TiVo remote, restart your TiVo T6 DVR. See “Restarting your TiVo T6 DVR, TiVo Mini, or TiVo Preview” on page 34 for instructions.
- You may not have the correct input selected on your TV. Use the Input, Source, or TV/Video button on your TV’s remote to change the input.


## My Shows

I haven’t recorded enough shows to fill my TiVo T6 DVR, but when I try to schedule more shows, the TiVo T6 DVR says there isn’t room.

- The TiVo service includes smart scheduling features that track not only how much space you currently have on your TiVo T6 DVR, but also how much space will be needed in the near future to record all the shows you have scheduled. If your TiVo T6 DVR will be full in the near future, the TiVo service informs you and suggests options — such as allowing some shows to be deleted early — that will allow you to schedule additional recordings. With the TiVo service, you always have the final say over what gets recorded and how long it’s kept.
- The amount of recording space the TiVo T6 DVR needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. High-definition shows take up much more space than standard-definition shows.



## How can I fit more shows in My Shows?

- To make space, delete some shows. To delete a show, highlight the title and press the CLEAR button .
- Reduce the number of recordings that are marked 'Keep Until I Delete.'
- Set up Season Pass recordings with the Recording Option 'First-run only' or 'New only' to record only new episodes.

**Note:** On the Mini or TiVo Preview, if the My Shows list is empty, either it is not connected to a host T6 DVR or the host T6 DVR has no available recordings. Make sure that the TiVo Mini or TiVo Preview and the host TiVo T6 DVR are on the same network, that the host TiVo T6 DVR is turned on, and that both the TiVo Mini or TiVo Preview and the host TiVo T6 DVR have network connections. To test your the network connection, go to the TiVo Central screen and select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo service now.'

## Watching Live TV

### Can I watch a show while it's being recorded?

- Yes, you can watch a show as it is being recorded; you can also watch any show from the My Shows list while other shows are being recorded.

**Note:** To watch live TV on your TiVo Mini, you must be connected to a host T6 DVR, and that host T6 DVR must be set up to allow live TV on your Mini.

## Recording shows


Can I record more than one show at the same time, or watch one channel and record another?

The TiVo T6 DVR is capable of recording up to six shows on different channels at the same time.

How can I record a show (or shows) when there is a conflict?

- The TiVo T6 DVR gives each repeating recording a priority. You can resolve some conflicts using the Season Pass Manager to change priorities (repeating recordings are Season Pass shows and auto-recording WishList shows). To open the Season Pass Manager, go to TiVo Central, then choose 'Manage Recordings & Downloads,' then 'Season Pass Manager.' Select the show you know you want to record and move it higher in the list to make sure it has a higher priority.
- You can sometimes resolve recording conflicts by changing the 'Stop Time' or 'Start Time' Recording Options. (To open Recording Options, select the show from your My Shows List, then choose 'Modify recording' then 'Recording options.')
- If a single episode of a repeating recording conflicts with another show, you can select that episode in the To Do List and change it independently of the rest of the repeating recording. (To open the To Do list, go to TiVo Central, then choose 'Manage Recordings & Downloads,' then 'To Do List.')
- Set up Season Pass recordings with the Recording Option 'First-run only' to record only new episodes. You'll be less likely to run out of space in the My Shows list and less likely to encounter conflicts.

## I can't find my show in a search even though I know it's on.

- The TiVo T6 DVR uses your Channel List to search for shows. Verify that the channel is selected in your Channel List. Does the channel have a check mark next to it? To give it one, highlight the channel and press the SELECT button . For more information on this and many other features, go to [tivo.com/howto](http://tivo.com/howto).
- Look on the Network screen (from the TiVo Central screen, select 'Settings & Messages,' then 'Settings,' then 'Network' for the time of the last successful connection to the TiVo service. If it was more than 36 hours ago, your TiVo T6 DVR may be having trouble connecting to the TiVo service. Select 'View network diagnostics,' then 'Test Connection' to test the current settings. If the test connection does not succeed, see "General network troubleshooting tips" at [tivo.com/support](http://tivo.com/support) for connection troubleshooting. Once you have made a successful test connection, start a regular connection by selecting 'Connect To The TiVo service Now.' If your connection is successful, new program information will be downloaded and organized, and will become available to search in about one to five hours.

## I can't search for shows. The TiVo T6 DVR says it is organizing program information.

- Your TiVo T6 DVR may not have all its program information yet. After initial installation, the TiVo T6 DVR downloads some program information from the TiVo service. More program information becomes available after the next time the TiVo T6 DVR connects to the TiVo service. After 24 hours, full information (up to two weeks) is available.
- If the TiVo T6 DVR loses power while it is organizing program information, the organizing process will stop until the TiVo T6 DVR makes a successful connection to the TiVo service, and then will start again. If your TiVo T6 DVR lost power while it was organizing program information, you can get it to start organizing again by starting a

connection to the TiVo service. (From TiVo Central, select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo service Now.')

## What happens if a live event I have scheduled to record goes into overtime?

- If the TiVo service detects that a recording you're setting up is of a live show (like a sporting event or an awards show) you'll see a message asking whether you'd like to add more time at the end of the recording, just in case it goes into overtime.
- If you are watching a show while it's being recorded, you can add extra recording time from the Recording Options screen. (To open Recording Options, select the show from your My Shows List, then choose 'Modify recording' then 'Recording options.')

## Is there a way to record a show that will not be aired for weeks or months?

- Create an auto-recording WishList search for shows that are not yet listed in the guide. To Create a WishList search, go to TiVo Central, then 'Find TV, Movies, & Videos' then 'WishList Searches.' For more information on WishList searches and many other features, go to [tivo.com/howto](http://tivo.com/howto).
- If you know the date, time, and channel on which the show will air, you can create a manual recording to record it. To create a manual recording, from TiVo Central choose 'Manage Recordings & Downloads,' then 'Set Up a Manual Recording.'

## Why wasn't my show recorded?

- Make sure the TiVo T6 DVR is connecting to the TiVo service. Check the status from TiVo Central by choosing 'Settings' then 'Network.'

- View your History for an explanation of why the show did not record. History is the first selection in the To Do List. (To open the To Do list, go to TiVo Central, then choose 'Manage Recordings & Downloads,' then 'To Do List.')
- Here are some reasons why a show may not have recorded:
  - When Season Pass recordings and other repeating recordings conflict, shows are recorded according to their priority in the Season Pass Manager.
  - If the show was a rerun, your Season Pass recording may be set to record First Run Only shows.
  - The show may have been deleted from the My Shows list by someone else in your household.
  - The show may have been canceled by the network.
  - There may have been a conflict when requesting another show, and the proposed resolution was to delete the missing show earlier than planned. If you accepted that resolution, the show would have been deleted.
  - There may have been a power outage that affected the recording.

## Audio and Video




### How do I get rid of the bars at the top & bottom or sides of the picture?

Letterbox bars (at the top & bottom) and side bars may be added to a show by the broadcaster, by the TiVo T6 DVR, or by your TV. In some cases, it may be difficult to determine the source of the bars in order to determine how to eliminate them.



- Set the TiVo T6 DVR's Letterbox Color to gray. From 'Settings & Messages,' select 'Settings,' then 'Video,' then 'Letterbox Color.' Since most broadcasters add black bars, making the TiVo T6 DVR bars gray will help you determine the source of the bars.

- Make sure your TV Aspect Ratio is set correctly. From 'Settings & Messages,' select 'Settings,' then 'Video,' then 'TV Aspect Ratio.'
- Check your TV's owner's manual for information about how it may be adding letterbox or side bars to the picture.

## The audio and video are out of sync.



- The audio and video may re-sync if you change channels.
- You may be able to re-sync audio and video by pressing the REPLAY button  on the TiVo remote.
- Press the TiVo button  to go to the TiVo Central screen, then press the LIVE TV button  to return to live TV.
- Restart your TiVo T6 DVR. See "Restarting your TiVo T6 DVR, TiVo Mini, or TiVo Preview" on page 34 for instructions.

## My TiVo T6 DVR was working, but now the picture is frozen.

- Try changing channels several times.
- Press the PAUSE button , then the PLAY button .
- Restart your TiVo T6 DVR. See "Restarting your TiVo T6 DVR, TiVo Mini, or TiVo Preview" on page 34 for instructions.

## I don't get a picture now, even though I have been able to get one in the past.


- Your TV may not be set to the correct input. Most TVs have an input button that says either "TV/Video," "Input," or "Source." It may be on the TV or on the TV remote control. Look at your TV and TV remote and try changing the input setting.

- Use the RESOLUTION button on the back of your T6 DVR to cycle through the various video output formats.
- Someone in your household may have placed the TiVo T6 DVR in Standby mode. To return to normal mode from Standby, press either the TiVo button  or the LIVE TV button  on your TiVo remote.

### **My audio system is set up to play in stereo, but it is only playing mono.**

- Make sure that Default Audio Program (stereo) is selected on the Audio settings screen. (From TiVo Central, select 'Settings & Messages,' then 'Settings,' then 'Audio.') Be sure you connected audio using the TiVo T6 DVR, TiVo Mini, or TiVo Preview's L/R Audio Out jacks.

### **I can't select an alternate audio track.**

- Recorded shows, such as those in the My Shows list, always have only one audio track, the one they were recorded with.
- You cannot change the audio track if you are watching a live show, but are not caught up to live TV. Catch up to live TV by pressing the ADVANCE button . Changing the audio program will clear the saved part of the show you are watching, so you will only be able to rewind live TV to the point where you changed the audio program.

### **My shows are playing in the wrong language.**

- You may have selected the wrong language in the Default Audio Language setting. To modify this setting, select 'Settings & Messages,' then 'Settings,' then 'Audio,' then 'Alternate Audio.'

## I see a gray screen with a message that says “Searching for signal.”

Your TiVo T6 DVR, TiVo Mini, or TiVo Preview is having trouble tuning to the channel you are on. Follow these steps to restore the video:

- Try changing channels. If the message appears on just a few channels, you may be tuned to a channel to which you do not subscribe, or you may be experiencing a weak signal on a channel to which you do subscribe.
- You may be experiencing a temporary cable outage.
- Your video cable may have come loose. Make sure all the cable connections on the back of your TiVo T6 DVR, TiVo Mini, or TiVo Preview are secure.
- The cables you are using to connect your TiVo T6 DVR, TiVo Mini, or TiVo Preview to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the TiVo T6 DVR, TiVo Mini, or TiVo Preview with other cables that you know are working properly.



## Parental Controls

### My Parental Controls are not working.

**Note:** The Parental Controls PIN is set on each TiVo device independently, so the PIN on your TiVo Mini or TiVo Preview can be different from the PIN on your T6 DVR.

- For Parental Controls to work, they must be on (not temporarily turned off). When you enter your password to watch a show that violates Parental Controls, they are temporarily turned off. You can re-enable them on the Parental Controls screen (from the TiVo Central screen, select ‘Settings & Messages,’ then ‘Parental Controls’), or by putting your TiVo T6 DVR in Standby mode and then taking it out of Standby. (Put your TiVo T6 DVR in Standby mode by selecting ‘Settings & Messages,’ then ‘Standby.’ To





return to normal mode from Standby, press either the TiVo button  or the the LIVE TV button .

**Note:** When watching TV on a TiVo Mini or TiVo Preview, the blocked channels are determined by the settings of the host DVR. Change settings on the host DVR as described above.


## Restarting your TiVo T6 DVR, TiVo Mini, or TiVo Preview

You may need to restart your TiVo T6 DVR, TiVo Mini, or TiVo Preview as a troubleshooting step.






**Note:** The restarting process can take 10 – 15 minutes.

To restart the T6 DVR, TiVo Mini, or TiVo Preview, go to TiVo Central screen and select 'Settings & Messages,' then 'Help.' Choose 'Restart or reset system,' then 'Restart the TiVo Box.' As a safety measure, press the THUMBS DOWN button  three times, then press the ENTER button .

**Note:** If you cannot access the TiVo menus, you can restart the TiVo T6 DVR, TiVo Mini, or TiVo Preview by unplugging the power cord, waiting 15 seconds, and plugging the power back in.

When the restart process is complete, a TiVo welcome video may begin playing automatically. Press the TiVo button  to bypass this video and go directly to the TiVo Central screen.

## Remote control tips & shortcuts

- Press the TiVo button  once to go to the TiVo Central screen, or twice to go to the My Shows list — your list of recorded shows.
- While watching live TV, press the SELECT button  to see the mini-guide: a snapshot of what's coming up on the next three channels.
- The CH UP/DOWN button  does more than change the channel — it also pages up or down through lists of shows or menu items.
- Press the ADVANCE button  to move forward 30 seconds. Press and hold to catch up to live TV or jump to the end of a recorded show.
- Press the REPLAY button  to jump back 8 seconds. Press and hold to jump to the beginning of a show.

## Customizing your TiVo® remote

When programmed, the POWER, INPUT, VOLUME, and MUTE buttons on the TiVo remote can control your TV or AV receiver.

Even better, if you have a TiVo T6 DVR, your remote control is an RF remote. This means that the remote can control your TiVo box even if the box is not in direct line of sight with the remote (for instance, if it is behind a cabinet door).

Your T6 remote control should be ready to use in RF mode after you complete Guided Setup. However, if you have trouble using the remote in RF mode, or if you purchase additional remotes, you may need to “pair” the remote to your DVR before using it.

To program or pair your TiVo remote, press the TiVo button to go to the TiVo Central® screen and select ‘Messages & Settings,’ then ‘Settings,’ then ‘Remote, CableCARD, & Devices,’ then ‘Remote Control Setup.’ Follow the easy on-screen instructions.

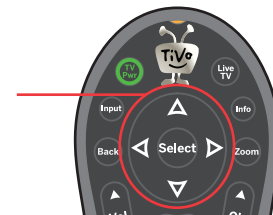
For more information on this and many other features, go to [tivo.com/howto](http://tivo.com/howto).



## Using the on-screen menus

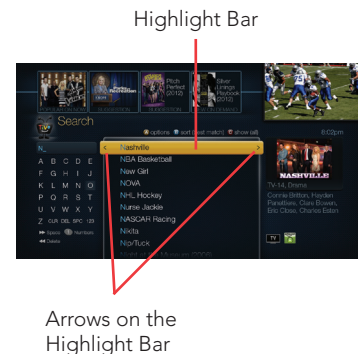
To navigate the on-screen menus, use the remote control's arrow buttons to move to the option you want, then press SELECT.

The LEFT arrow button often takes you to the previous screen.



### On-Screen Arrows

The arrows that appear on the highlight bar show the directions you can move. For example, on this screen, you could press the RIGHT arrow to view details about the highlighted title, or the LEFT arrow to go back to the previous screen.



### Discovery Bar



The Discovery Bar is the bar of images across the top of the TiVo Central screen and other menu screens. Press the UP arrow to move up to the Discovery Bar, then the LEFT and RIGHT arrows to move around. Select an image that interests you to learn more about that item.

# The TiVo® Remote\*

The **TiVo button** takes you to the TiVo Central® screen, the starting point for all your TiVo features and settings.

If programmed, **TV PWR** turns your TV on or off.

Use **Input** to select the input (such as TiVo box, DVD player, game system) your TV displays.

**Back** goes back to the previous screen (in certain apps).

**Guide** takes you to the program guide, where you can find shows to watch or record. Press it again to see filtered views.

If programmed, **Volume** and **Mute** control the volume on your TV or A/V receiver.

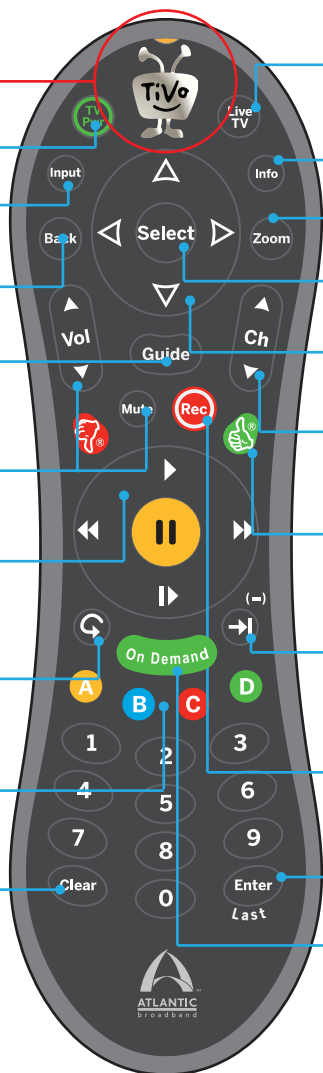
**Play, Pause, Rewind, Fast-Forward** or play shows in **Slow Motion**. Press Rewind and Fast-Forward up to three times for three speeds.

**Replay** repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

The **letter buttons** sort and filter views. Look for the on-screen tips.

**Clear** removes the display of the info banner or program guide, and deletes titles from the My Shows or To Do list.

\*This information is specifically for the TiVo T6 DVR remote control. For detailed information about remote controls for the TiVo Mini and the TiVo Preview go to [www.tivo.com](http://www.tivo.com)



**Live TV** takes you to live TV. If you're watching live TV, use it to cycle through the tuners.

**Info** shows the info banner while watching live TV; press it again to make it disappear.

Use **Zoom** to change aspect ratio of shows on your TV or to return to full-screen from the Video Window.

Press **Select** to choose menu items or, when watching live TV, to bring up the Mini Guide.

Use the **arrow buttons** to navigate the TiVo menus and the program guide.

Use the **Channel Up/Down** buttons to change the channel and to page up or down while in the program guide or TiVo menus.

Use the **Thumbs Up** and **Thumbs Down** buttons to rate shows, collections, or video providers for TiVo Suggestions.

**Advance** moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press Advance to jump to the next tick mark when fast-forwarding or rewinding.

Press **Record** to start recording the show you're watching, or to set up a recording for a show selected in the program guide.

**Enter/Last** returns you to the last channel tuned to in live TV.

**On Demand** takes you to the main screen for video-on-demand options.